

Puneet SAIGAL

Hotel General Manager



Result oriented and a hands on leader with experience of over 20 years in the opening and running of efficient and profitable hotels with top international chains and luxury standalone brands.

Committed to delivering excellent guest service by building high-performance teams. Proficient in developing mid and long-term strategies for operational excellence to benefit key stakeholders.

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WORK EXPERIENCE

ELITE RESORT & SPA, Kingdom of Bahrain

General Manager

January 2016 - March 2021

154 rooms All Suite Resort and Spa with 1, 2 and 3 bedroom suites, All Day Dining, Theme Bar, Bahrain's largest Traditional wedding tent and state of the art Gym and Spa

Winner of Best Resort in Bahrain by Bahrain Food and Travel 2018, Best Resort and Spa in Middle East by Luxury Travel Guide 2017, Best Resort and Spa, Bahrain, Best Family Resort, Middle East by World Luxury Hotels 2017 and winner of Agoda's Customer Review Award 2017.

Achieved YOY Budget targets across 3 years and over 20% increase in in F&B revenue contributing to 7% in GOP. Opened 3 new restaurants for the owning company at a retail space. Reduced attrition. Survived COVID times by critically targeting government business and ensured continuity of the hotel operations even during complete lock downs.

PARK PLAZA, Chandigarh (pre-opening) & PARK PLAZA, Faridabad

General Manager

July 2013 - January 2016

Park Plaza Zirakpur, Chandigarh

Largest Park Plaza in Punjab for MICE under the flagship of Sarovar hotels. Punjab's largest convention center with a total of 104 keys, 02 restaurants, bar and 80000 Sqft of banqueting and convention facilities.

Park Plaza Faridabad

Business hotel in the heart of the industrial town of Faridabad (Delhi NCR), with an All Day Dining Restaurant, Faridabad's only Pub, Pastry Shop, 75000 Sqft banqueting and a state of the art Gym and Spa.

Pre- opening

- Heading the hotel project, responsible to ensure time lines are met for Hotel Opening following the critical path.
- Creation of a hotel revenue and expenses budget based on hotel facilities plan and competition.
- Developing processes to ensure all brand SOP's are implemented.
- Responsible for recruitment of personnel both on roll and contractual.
- Designing the positioning of the hotel with marketing plan.
- Ensuring hotel meets all set financial targets in terms of Revenue and GOP

Post Opening

- Responsible for high level of guest service delivery and satisfaction.
- Responsible for Hotel positioning
- Responsible for business development and marketing
- GOP delivery and compliances
- Ensuring development of the team and succession planning

Skills

- Hotel Management
- Revenue Analysis
- Hotel Openings
- Guest Satisfaction
- Leadership
- Planning
- Menu Development
- Leadership
- Profit Delivery
- Cost Management
- Business Development
- Business Strategy
- Skills Training
- Developing High Caliber Teams
- Planning & Organizing Large Events

IHG'S CROWNE PLAZA TODAY, New Delhi

Director of Food and Beverage (Pre-opening & Operating)

March 2010 - June 2013

IHG's first managed hotel in New Delhi, awarded the "Best New Business Hotel" in India by Today's Traveler 2011 and Best Hotel India by Business Destinations 2012.

ChaoBella, Multi award winning Country's first Italian Chinese Restaurant has been recognized by Miele Guide as one of the Top 500 Restaurants to dine in Asia.

- Responsible for overlooking operations of Food and Beverage (Production and Service) and Catering Sales.
- Underwent "Coaching" under the guidance of General Manager Holiday Inn Mumbai for 12 months for exposure and development to the role of a General Manager
- Joined the hotel in pre opening overlooking Production, Service and Kitchen Stewarding.
- Responsible to achieve a budget of 210 million a year for Food and Beverage.
- Responsible for setting up the complete department including sourcing and procurement, Hiring, SOP's, Food Safety Systems(ISO22000), Revenue and Cost budgets under IHG guidelines
- Proficient in Financial Software's like IBP, EFPM, Prolific, Delphi, etc
- Responsible for driving the ISO 22000 and FSSAI certification in the hotel.
- Hotel Champion for Smart Save techniques(2011) adding 1.2% to the GOP.
- Heart Beat (Guest Satisfaction Scores) at 86%.(2012)
- Employee satisfaction survey score of 90% (2012) with Winning Ways index of 92%.

THE SHANGRI-LA'S EROS HOTEL, New Delhi

Director of Food and Beverage

August 2009 - March 2010

THE IMPERIAL, New Delhi

Assistant Food and Beverage Manager

November 2007 - August 2009

THE HYATT REGENCY, New Delhi

Assistant Director of Food and Beverage

January 2007 - November 2007

Trainings

- Revenue Management
- Customer Focus
- Decision Making
- Social Media Marketing
- Team Management
- Budgeting
- Leadership
- Human Trafficking
- Branding
- Interviewing Skills
- Retaining Employees
- Energy and Water Management
- Telephone Essentials
- Preventing Workplace Harassment
- First Aid
- Fire Prevention & Management
- Train The Trainer

THE IMPERIAL, New Delhi

Banquet Manager

December 2003 - January 2007

CROWNE PLAZA, New Delhi

Outlet Manager, Seven, Indian Specialty

April 2003 - December 2003

GRAND HYATT, New Delhi

Assistant Manager, Grand Cafe

May 2002 - April 2003

THE GRAND INTERCONTINENTAL, New Delhi

Assistant Outlet Manager

September 2000 - May 2002

TAJ AIR CATERERS, New Delhi

Flight Supervisor

April 1998 - September 2000

Education & Professional Learning

Certified Hotel Administrator (CHA)

American Hotel and Lodging Educational Institute (AHLEI)

Diploma in Hotel Management and Catering Technology, 1998

Institute of Hotel Management, Gwalior

Bachelor of Commerce, 2000

University of Delhi
